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LVH-Muhlenberg
Summer Festival
Aug. 18-19

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Children's
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BEST PLACES
to work in PA

Complete the First Quarter Bundle

You must complete it by Sept. 30.

Phoenix Rises at LVPG Transplant Surgery

This Epic module is live at the practice.

LVHN news

Your Young Child's
Milestones

At Risk for GERD?

Prevent Childhood Poisonings

Information on LVHN Weekly is for LVHN colleagues only and cannot be accessed on smartphones or computers outside of LVHN's network.

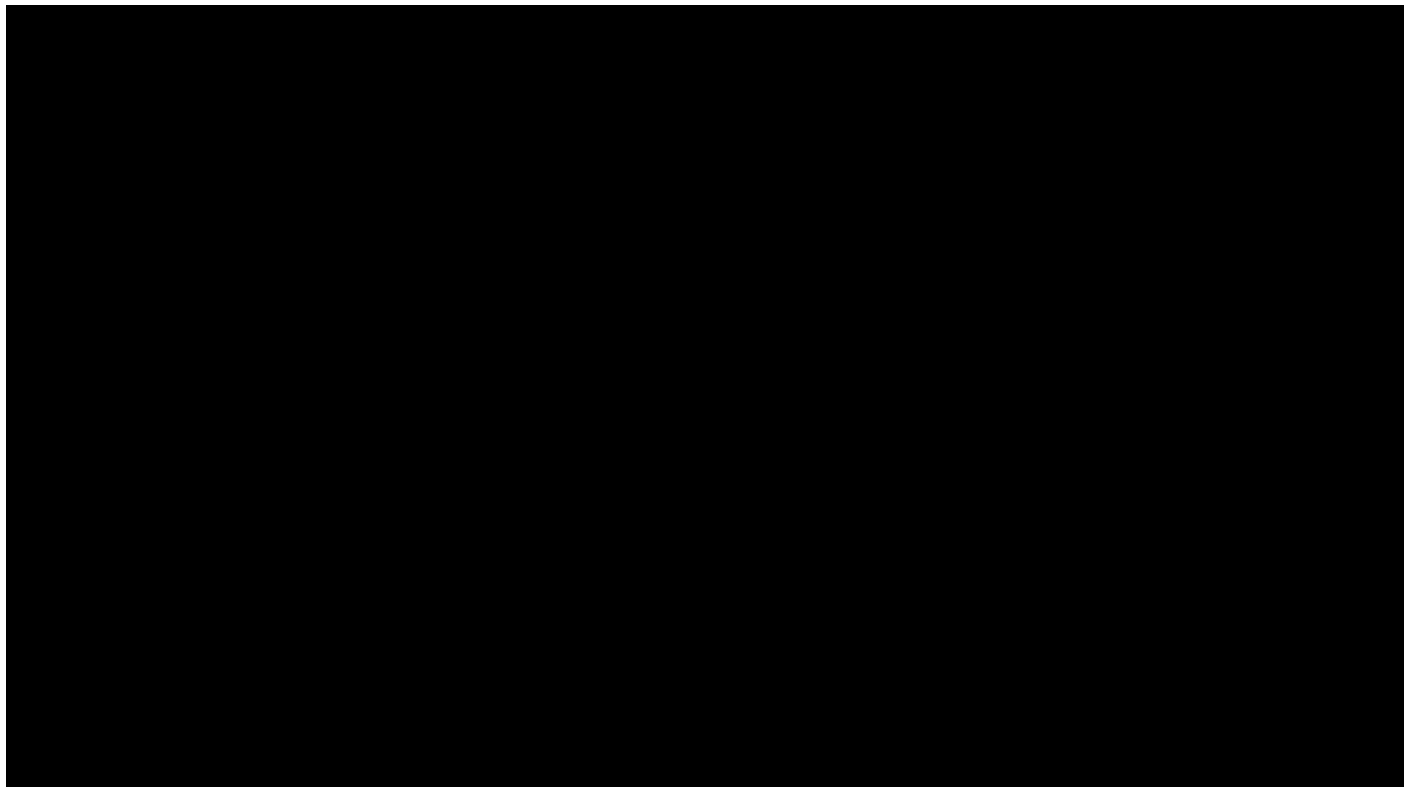
CEO Update: End-of-the-Year Financial Results – VIDEO

BY [ADMIN](#) · AUGUST 3, 2018



Each month, LVHN President and CEO Brian Nester, DO, MBA, FACOEP, records a video called the CEO Update about a timely topic. It's part of the way we're sharing information with you called the [Communication Cascade](#). In this edition, Dr. Nester discusses how we ended the fiscal year financially and the factors that position us well for fiscal year 2019. Here's a transcript of the video.

The video below will only play in Google Chrome. If you are using Internet Explorer, click [here](#) to watch.



Fiscal year 2018 is over. Looking back, it's easy to see we accomplished great things together and made LVHN stronger. We grew our health network, made new partnerships, integrated our campuses

and created a better work experience for you.

As you know, we also faced financial challenges this year. But we again worked together as a team to find ways to work efficiently, reduce costs and overcome challenges. Your hard work was the difference-maker, and I'm glad to report that we ended the fiscal year with a positive operating margin.

After all the bills were paid, we achieved a 1.3 percent operating margin. That means we have \$35.1 million left over to reinvest into our health network and community. Thank you for all you did to make it happen. It shows just how strong we are when all 18,000 colleagues move forward together.

So what's next? How do we continue to make LVHN stronger in fiscal year 2019? It starts with creating a solid budget, and colleagues throughout our health network worked hard to do just that.

The work we did to [consolidate hospital licenses in the Lehigh Valley](#) and Schuylkill County will result in millions of dollars in costs savings in the next budget. Plus, a change in how we'll be reimbursed by Medicare also will add millions. These and other factors position us well for FY19.

With a strong budget in place, our focus over the next year will be on redesigning the way we deliver care. Leaders throughout our health network are already examining ways to create new clinical and operating efficiencies. This important work will help us provide better health and better care at a better cost.

Yet, the success of our health network starts with you. That's why we'll also introduce ways to create a better colleague experience for you in FY19. By working together, I'm confident we can achieve the Quadruple Aim (creating Better Health, Better Care, Better Cost *and* a Better Colleague Experience) and position LVHN to be even stronger in 2020 and beyond.

As we ring in a new fiscal year, I'm LVHN Proud to work with you to further our mission. Thanks for all you do to make LVHN, one of our nation's premier health networks, even stronger.



A handwritten signature in black ink that reads "Brian Nester".

ABOUT ME: My name is Brian Nester, DO, MBA, FACOEP, and I am the President and Chief Executive Officer (CEO) at Lehigh Valley Health Network (LVHN). I came to LVHN in 1998 as the Director of LVH-Muhlenberg's Emergency Department. Prior to becoming President and CEO in 2014, I served as the health network's Chief Strategy Officer. I am originally from Reading, and I'm proud to lead an organization that continually strives to provide better health and better care at a better cost for the great people of our community.

Considering Adoption? New Benefit Helps Cover the Costs

BY [RICK MARTUSCELLI](#) · AUGUST 1, 2018

Sadly, there are thousands of children waiting to be adopted. Plus, the costs associated with adopting a child are very high. To help colleagues who are considering or in the process of giving a child a loving home, LVHN is offering a new benefit.

LVHN's new adoption assistance benefit reimburses colleagues \$5,000 per child to help cover the cost of qualified adoption expenses. These expenses may include adoption fees, attorney fees, court costs, travel expenses and re-adoption expenses related to the adoption of a foreign child. This benefit is available to full-time and part-time colleagues who are not governed by a union contract.



To receive reimbursement, colleagues must complete the [adoption assistance form](#) and provide copies of the documents listed in the [adoption assistance policy](#).

Here are more details about the benefit:

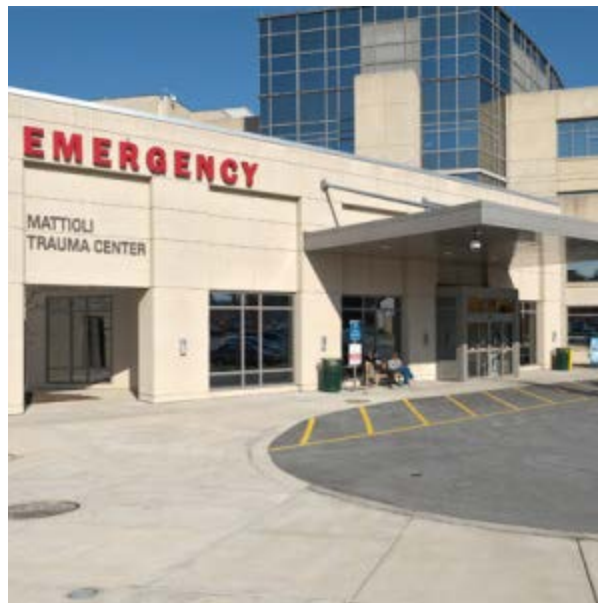
- Adoptions would include a colleague's stepchild or relative, as long as the child is under age 18.
- Colleagues must be actively working at the time he or she requests the reimbursement. Therefore, if a colleague is on a leave of absence when the adoption becomes final, the colleague must wait until he or she returns from this leave before applying for reimbursement.
- A colleague must be employed by LVHN at the time of the adoption and will have six months from the date the adoption was finalized to request reimbursement.
- A reimbursement can only be requested one time each calendar year.

Adult and Trauma Programs Earn Re-accreditation

BY [RICK MARTUSCELLI](#) · JULY 30, 2018

The results are in. Our Level I Adult Trauma Center and our Level II Pediatric Trauma Center have been re-accredited. The Board of Directors of the Pennsylvania trauma Systems Foundation re-accredited our programs for a three-year period effective Oct. 1.

LVHN is the first program in the nation to have both accreditation surveys on the same day. Despite the challenge, colleagues made the day successful. Here is what the surveyors had to say about the excellent trauma care we provide to our patients:



- “The trauma staff is engaged, caring, dedicated and detail-oriented.”
- “Your trauma surgeons are dedicated and caring, and a huge asset to the institution.”
- “Your nursing leadership is outstanding.”
- “When staff were asked why they stay, their answer was, ‘The people!’”
- “You are a trauma center that is a hospital, not a hospital with a trauma center.”
- “I never saw anything like your concussion program.”
- “Your commitment to the trauma program is evident.”

Congratulations to all the colleagues in our trauma program for another successful accreditation and for providing the trauma care the people of our community expect and deserve. We are #LVHNProud of you.

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AIDS Activities Office Is Now Named Comprehensive Health Services

BY [RICK MARTUSCELLI](#) · JULY 31, 2018

The AIDS Activities Office (AAO) will have a new name beginning Aug. 1, 2018. The new name is Comprehensive Health Services. The new name reflects a request from patients to not have the name of a health condition as part of the practice name.

Other than the name, nothing else about the practice is changing. Comprehensive Health Services will continue to provide the same services as part of LVHN. There are no changes to billing or accepted insurances. All appointments will be honored as scheduled at the same location within LVH—17th Street. The phone (610-969-2400) and fax (610-969-2195) numbers remain unchanged. These providers will continue to provide care at Comprehensive Health Services:



- Leslie Colip, MD
- Timothy Friel, MD
- Marcelo Gareca, MD
- Margaret Hoffman-Terry, MD
- Victoria Lieb, CRNP
- Amy Slenker, MD
- Joseph Yozviak, DO

If you have questions about this change, call 610-969-2400 or 888-402-LVHN.

Local ENT Practice Joins LVPG

BY [JENN FISHER](#) · JULY 30, 2018

Beginning Aug. 1, Allen Ear, Nose & Throat Association (Allen ENT) will officially join Lehigh Valley Physician Group (LVPG) as part of LVPG Ear, Nose and Throat. The new LVPG practice will be known as LVPG Ear, Nose and Throat–Pond Road and will continue serving patients at the practice’s current office at 1575 Pond Road, Allentown.

The team of five board-certified otolaryngologists, three physician assistants, three audiologists and allied staff will add depth to our busy ENT practices at [LVPG Ear, Nose and Throat–17th Street](#) and [LVPG Ear, Nose and Throat–Palmer Township](#). In addition to offering office visits and surgical care for many head and neck disorders, such as head and neck cancer, sinus disease, dizziness and ear disorders, they will also offer allergy testing and care for people with seasonal allergies. The group also has a well-established hearing aid dispensary service staffed with doctoral-prepared audiologists who are fellows of the American Academy of Audiology.



LVPG Ear, Nose and Throat–Pond Road staff:

[Robert DeDio, MD](#)

[Hilary Koprowski, MD](#)

[Paul Lemberg, MD](#)

[Niketu Patel, MD](#)

[Karen Shemanski, DO](#)

[Andrew Ferretti, PA-C](#)

[Wendi Hontz, PA-C](#)

[Meredith Sellix, PA-C](#)

[Lisa Lower, AuD, CCC-A](#)

Kate O'Brien, AuD, CCC-A

Jessica Tatum, AuD, CCC-A

Carolyn McGinnis, MS, CCC-A

Denise Moll, MA, FAAA

Need an ENT or hearing appointment?

LVPG Ear, Nose and Throat–Pond Road is now taking appointments. Call 888-402-LVHN (5846) or visit LVHN.org/ENTappointment to schedule your appointment.

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Volunteers Needed for Celtic Classic

BY [RICK MARTUSCELLI](#) · AUGUST 3, 2018

LVHN is the new medical partner of Celtic Classic. During this event, we will staff one health tent and treat minor medical conditions. This partnership also allows us to share important health and safety messages with thousands of visitors who flock to Bethlehem each day.

We need volunteers to staff our health tents at Celtic Classic from Sept. 28-30. Tasks include caring for minor medical problems such as bee stings and cuts. We need both licensed and nonlicensed colleagues. Please refer to this schedule to see which shift works for you.



2 Licensed

1 Nonlicensed

Date

Friday, Sept. 28

5-7:30 p.m.

7:30-10 p.m.

Saturday, Sept. 29

11 a.m.-2 p.m.

2-5 p.m.

5-7:30 p.m.

7:30-10 p.m.

Sunday, Sept. 30

11 a.m.-2:30 p.m.

2:30-6 p.m.

Children in the tent must be at least 14 years of age and occupy a nonlicensed shift at the same location as their parent/guardian. Children not meeting these guidelines are not allowed to accompany staff during shifts.

We're required to include licensed staff with clinical expertise on all shifts. Acceptable Lehigh Valley licensed staff are registered nurses, physicians and physician assistants. Non-licensed colleagues will receive \$10 in food tickets for each shift worked. Every colleague will receive a health network T-shirt.

Signing up is easy. Simply review the schedule to select your times, including your second and third choices. Then call 888-402-LVHN. Be prepared to provide the following information: complete office address, job title, department cost center and employee ID (obtained through API or Lawson).

Registration will be accepted until Friday, Sept. 7.

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Service Anniversary List – August 2018

BY [EMILY SHIFFER](#) · JULY 31, 2018

Happy anniversary to these Lehigh Valley and Hazleton colleagues celebrating a career milestone at LVHN in August. Congratulate them on their years of service.

40 years

Susan Emrich, physical/occupational therapy

Saralyn Foley, respiratory care services

Linda Heil, sterile processing

George Holzer, information services

Cynthia Poniktera, ambulatory surgery unit

35 years

Jean Davies, payor based care coordination

Jane Deutsch, central document processing

Victoria Polinsky, nurse staffing office

Pamela Ralston, financial services

Annmarie Steber, hospice

Rose Woodside, ICO staging and recovery

30 years

Gloria Bartholomew, sterile processing

Cheryl Kennedy, pharmacy

Shawna Laudenslager, sterile processing

Janice Magliane, pre-op staging

Bernadette Maron, Lehigh Valley Anesthesia Services

Roseann Ruth, diagnostic radiology

Raymond Yedlock, Lehigh Valley Anesthesia Services

25 years

Mark Cerami, engineering

Barbara DeVincentis, Diagnostic Care Center

Luana Graber, Lehigh Valley Anesthesia Services

Charles Napolitano, housekeeping

Carmine Pellosie, HealthWorks

Amy Spangenberg Healthworks



Jennifer Arnold, endoscopy-G.I. lab

20 years

Dorothy Kuntz, behavioral health

Stephanie Lenhart-Tegy, revenue cycle systems

Scott Rice, LVPG Pediatrics-Fogelsville

Linda Searfass, Breast Health Services

Ruth Usino, dental clinic

15 years

Karen Aulenbach, LVPG Rheumatology-3080 Hamilton Blvd.

David Burmeister, department of emergency and hospital medicine

Stefano Camici LVPG Neurosurgery-1250 Cedar Crest

Helen Forshaw, HealthWorks

Patricia Fronheiser, LVPG Internal Medicine-Muhlenberg

Pamela Gomez, LVPG Family Medicine-Emmaus

Ronald Hartman, compliance

Tim Hasenecz, pastoral care

Jane Hontz, diagnostic radiology

Angela Hooper, LVPG Family Medicine-Hellertown

Kathleen Kane, emergency department

Najma Khanani, hospitalist program

Carol Lawrence, financial services

Debra Lisella, HealthWorks

Danika Machesko, medical-surgical 5

Zubaida Memon, Regional Health Center-Medical

Lynda Naperkowski, rehabilitation unit

Charles Orth, spiritual care

Jessica Price, pharmacy

Amy Rehrig, cancer financial services

Donna Reightler, mammography

Patricia Shearburn, cancer program

Deirdre Smist, cancer data management

Victoria Tessitore, HIM facility based coding

Jena Weaver, emergency department

Catherine Yotter, revenue cycle coordinators

Lisa Zapotocky, medical records

10 years

Erika Andreopoulos, 6K

Christina Black, LVPG Obstetrics and Gynecology-1245 Cedar Crest

Yvette Dixon-Lewis, 6T

Jerilyn Henderson, diagnostic radiology
Anne Holloway, rehabilitation services
Jason Jones, information services
Drew Keister, family medicine education
Michelle Kuder, LVPG Maternal Fetal Medicine-3900 Hamilton Blvd.
Malcolm Lowe, Lehigh Valley Anesthesia Services
Megan Manger, pharmacy
Mireille Meyerhoefer, psychiatry
Diane Munczinski, clinical informatics
Lissette Ortiz, division of education
Catherine Quinn Messere, 7C
Jennifer Ramirez, nursing float pool
Casey Stoss, patient transport services
Dharmeshkumar Suratwala, LVPG Pediatric Pulmonology-1210 Cedar Crest
Sherry Tomaine, information services
Lori Trout, financial services
Albert Voorhis, hospice pastoral care
Amy Werkheiser, home care

5 years

Demetre Agnew, patient accounting
Victoria Batman, radiation therapy
Jessica Boehmler, LVPG Pulmonary and Critical Care Medicine-1250 Cedar Crest
Chelsea Brubaker, respiratory care services
Lisa Brunner-Devers, OACIS
Brian Civic, LVPG Pulmonary and Critical Care Medicine-1250 Cedar Crest
Elizabeth Cohen, clinical social work
Donna Colabroy, cancer program
Francisca Corporan, Patient Access Center
Katherine DeAngelis, Epic
Jennifer Fitterling, cardiac catheterization lab
Rosa Gomez, hospice-home health
Santee Guerrero, LVPG Neurology-1250 Cedar Crest
Louise Hunter, hospice
Sarah Ihle, diagnostic radiology
Rita Jones, hospice unit
Stephanie Jones, human resources
Lynn Kelly, Children's ER
Susan Kim, LVPG Rheumatology-3080 Hamilton Blvd.
Jeffrey Limerick, nursing float pool
Michael Matejicka, Epic

Quentin Miller, Epic

April Navarra, ExpressCARE-Macungie

Karen Nunez, central scheduling

Carren Patungan, information services

Adam Paul, LVPG Pediatric Gastroenterology-1210 Cedar Crest

Palaniyappan Pillai, Epic

Andrea Policare, partial hospitalization

Christopher Reifinger, Emergency Communication Center

Zuemi Ruiz, LVPG Pediatric Infectious Disease-1210 Cedar Crest

Scott Scharnitz, Epic

Donald Smith Emergency Communication Center

Jodi Smith, guest services

Abby Stevens, Health Spectrum Pharmacy

Jaclyn Stine, clinical informatics

Scott Wheatley, pediatric ICU

Angela Yankus, CT scan

Cherie Younger, LVPG Obstetrics and Gynecology-Pond Road

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Complete the First Quarter Bundle

BY [RICK MARTUSCELLI](#) · AUGUST 3, 2018

The first core bundle of fiscal year 2019 has been released. You must complete this mandatory training by Sept. 30, 2018. The bundle includes courses applicable to our corporate compliance program.

Access to the bundle varies depending upon the LVHN location where you work. Here are details:

- Lehigh Valley and Hazleton colleagues – Visit The Learning Curve (TLC)
- Pocono colleagues – Visit myNetLearning
- Schuylkill colleagues – Visit HealthStream

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Phoenix Is Rising at LVPG Transplant Surgery–1250 Cedar Crest

BY [TINA VO](#) · AUGUST 1, 2018

On Aug. 1, LVHN completed another “Epic” milestone by bringing Epic’s transplant module, Phoenix, online at LVPG Transplant Surgery–1250 Cedar Crest.

The transition to an integrated patient record for transplant surgery patients continues our commitment to improving how care is delivered across LVHN by improving communication, patient engagement, efficiency and productivity using a single electronic medical record (EMR) for each patient.

3 key details for Phoenix go-live

Here are three important details related to the transplant surgery Epic go-live:



1. **Command center hours.** Command center will support the practice as well as the operating room for surgical cases. For the practice, the command center will open at 7:30 a.m. each morning and close 30 minutes after the last patient is seen. For the OR, we go to an on-call system for Phoenix module assistance after 4:30 p.m.
2. **Go-live support provided by:**
 - Lehigh Valley Physician Group
 - Division of education
 - Clinical informatics
 - Information services (I/S)
 - Epic team from Wisconsin
3. **Report Epic-related issues.** The colleague who is experiencing an issue with Epic is responsible for calling in the ticket into the I/S support center, 610-402-8303. If you need to leave a message, be sure the call-back telephone number is one you can answer consistently.

Go-live support specifics

Here are greater details about the command center, which is located at LVHN–Three City Center in downtown Allentown, where information services’ technology operations center is now based. The command center will provide support for all operational and application areas during the Phoenix go-live.

The command center will staff 30 resources beginning at 7:30 a.m. until 30 minutes after the last patient is seen at the office. For the OR, we go to an on-call system for Phoenix module assistance after 4:30 p.m.

The command center is the hub for continuous EMR status assessments and systematic problem-solving. Leadership from across the organization along with the support teams (such as those answering provider and staff questions) are headquartered here.

In the command center, several scheduled status calls occur on a daily basis. These calls help the support team get a pulse on how the go-live is going.

Daily calls that are scheduled to take place:

- Operational
- Provider champion
- Executive leadership

The command center is slated to be open from Aug. 1-17.

Thanks and congratulations to all whose efforts make our Phoenix go-live possible.